

City of Chattanooga, TN
Personnel Class Specification

Class code 0416

FLSA: Exempt

CLASSIFICATION TITLE: ZOO SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to plan, direct and supervise the operations of the Warner Park Zoo; management responsibilities include facilities and program planning, animal care, facilities and grounds maintenance, office administration, staff management, public relations duties and others.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Supervises the operations and maintenance of the zoo; supervises division staff, interns and volunteers; enforces policies and procedures; plans and assigns work on daily basis; coordinates zoo staffing and schedules; plans programs and supervises operations; participates in staff recruitment and selection decisions; conducts administrative duties.

Oversees zoo operations including admissions, concessions, animal care, infirmary, building and grounds maintenance, and administration; maintains special programs; monitors operations to ensure adherence to applicable laws, policies, and regulations.

Develops operating procedures and practices following standards and guidelines set by the American Association of Zoos and Aquariums.

Supervises and participates in the care of the animals; duties include checking animals and inspecting exhibits on daily basis; monitoring the nutritional and dietary needs of animals; regulating feeding schedules; administering medications to animals; transporting sick animals to the veterinary clinic; assisting with medical treatments and procedures; completing daily reports.

Performs various public relations duties to promote the zoo; serves as staff liaison to the Friends of the Zoo Association; contributes articles to newsletter; makes public

speeches and presentations; plans educational and promotional programs; interacts with civic groups, schools, businesses and others in obtaining sponsors and in promoting use of the zoo.

Responds to inquiries, problems and complaints from visitors and the general public.

Makes recommendations for major improvements and renovations to facilities, grounds and exhibits; participates in developing plans; consults with architects, designers, and engineers.

Inspects and monitors facilities and grounds; reports maintenance and repair needs; reviews work.

Develops the division's annual budget request; implements approved budget; monitors expenditures and revenues; checks cash receipts from zoo admissions; balances and reconciles cash receipts; prepares deposits.

Maintains animal care records, zoo membership records, admissions collection records and others.

Reviews and processes billing invoices, attendance records, insurance claims, expense reports, and others; coordinates purchasing of zoo equipment, supplies and materials; monitors and restocks inventory.

Prepares correspondence, daily zoo charts, promotional materials, division reports, accreditation reports, operations reports, and others.

Solicits grant funding for zoo operations; prepares grant applications.

Operates a personal computer; uses word processing, spreadsheet, database management and desktop publishing software applications to perform assigned job duties.

Uses various medical tools and equipment in caring for animals including surgical instruments, microscope, weight scales, and thermometers.

Refers to policies and procedures, contracts, animal care manuals, medical reference books, architectural plans, photographs, state and federal regulations, professional standards, budgets, city codes, and ordinances in the performance of essential duties.

Attends conferences and seminars to maintain knowledge of the policies and practices of zoo management.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in business administration, zoology, or related field; supplemented by three (3) to five (5) years previous experience and/or training involving veterinarian medicine and zoology, with one year as a supervisor at a zoological institution; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to assist persons by action or interaction in carrying out specialized therapeutic or adjustment procedures.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, toxic agents, violence, disease, or pathogenic substances.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.